

**Launceston Medical Centre
Patient Participation Group (PPG)**

**Minutes from the meeting at
the Medical Centre and via Microsoft Teams**

Tuesday, 26th July 2022 at 6pm

Present: Paul Ford (Vice Chair), Janet Ford (Secretary), Andrew Yardley (Practice Manager), Joan Heaton, Kay Davy, Pamela Griffiths, Helen Bailey, Bonnie Soanes, Cym Downing, Christine Heelis, Andrew Yardley

Due to technical difficulties, Liz L'Estrange West and Steve Fettner were unable to join the meeting via Microsoft Teams. Paul did email later to apologise.

Apologies: Helen Price (Chair)

As Helen was unable to attend, Paul chaired the meeting and reminded members that the contents of the meeting remain confidential until the Minutes are signed off by Andy and Paul.

A considerable part of the meeting was taken up by an unusual and robust discussion regarding a patient's experiences which should not have been raised at the meeting. Reminders have subsequently been forwarded to all PPG members about the Code of Conduct for PPG meetings.

Chair's Report - none

Vice Chair's Report and Governor's Report from Cornwall Partnership NHS Foundation Trust – July 2022

July 1st marked the day that Cornwall became part of the Integrated Care System (ICS) which will endeavour to put the patient's needs to the forefront, a very laudable desire, let us be positive and hope it really does bring "us" the patients the promised benefits. However, it does mean that ALL care providers – Cornwall Council, Care Homes, GP Practices, Hospitals etc. will all work as one to support the patient. Only time will tell.

The COVID infection rate in Cornwall is over 50,000 as I write this report. Thankfully this variant is not as life threatening as previous variants, but, nevertheless, people MUST self-isolate until they show a negative result. This inevitably has an effect on us all and in particular the staff at the Medical Centre, they are, and will continue to be under extreme pressure, so please spread the word to please be a patient patient. I do hope you have all seen the article that has been circulated about the work of the Patient Advisors, if not we can send you a copy.

I understand that work is going on behind the scenes to try and get electronic prescriptions brought to LMC, we will keep you updated. A regular meeting has been set up with the Town and Cornwall Councillors to monitor the situation at the LMC, which I understand is all part of the ICS.

On a personal front the Ford family have been making good use of the LMC and on all the occasions that we have had to phone LMC we have been able to get through with the minimum of delay and have had call backs the same day and have been able to see face to face a specific clinician with no issues. I know there have been some “glitches” with the telephone system, but I understand they have been quickly resolved.

News from CPFT.

As the COVID rates continue to rise both CPFT and RCHT are still under enormous pressure due to staff sickness and the need to self-isolate. This combined with the current situation of over 200 patients who are waiting for Care Packages to be put in place, as well as the desperate need for patients to go to Care Homes, where again sickness and self-isolation is causing havoc. We all see the awful sight of Ambulances queuing outside the EDs and those ambulance personnel are absolutely helpless in this dire situation.

On a really positive note, I visited Launceston Hospital to meet Anna Mitchell, a Hospital Care Assistant (HCA), who is pioneering a new Project called The Meaningful Activities Coordination Program. The idea is that the Meaningful Activities Coordinator (MAC) works with the patients on activities like singing, playing instruments, special planter gardening even making “mocktails”. The results are really encouraging and there have been no falls on Launceston’s wards for some time a really positive step. It also means that the MAC can look after several patients at one time allowing the other HCA’s and nurses to concentrate on other duties. This project is now being rolled out to other community hospitals in CFT. I also paid a visit to the very successful Friends of Launceston Hospital Fete which was a great success and so good to see so many people there.

Practice Manger’s Report

Andy advised the group that funds had been approved to have the LMC website redesigned and they would be using a company called High Yield who are keen to meet the Website Steering Group and patients for their feedback. Andy said the time scale was to have it completed by the end of the year.

The idea is to show the “live” waiting time for incoming calls on the website so patients know how long they may have to wait in the queue. Bonnie stated that the messages were too long and are not good. Andy will listen again to the messages and report back.

Bonnie was concerned that the Patient Advisors were not experts in the medical sense so could not say yes or no to the request to see a Doctor. Andy replied that this is not correct. The PAs need to ask the reason for the request to know who to pass the request to. The PAs pass a text note to the Doctor who sees this straight away. If a patient needs to be seen, they will be seen. The PAs are trained on the

job and always have a backup team to refer to.

Andy went on to say that ideally there will be a timed ringback as triage is essential so time is not wasted on simple conditions. It's finding the right balance. Staffing levels are higher than they have ever been and LMC need one new Doctor.

Paul asked if Andy could set up a document re triage which could be shared with the PPG members – Andy to arrange.

Any other business

Planters and benches. Andy advised that there are still snags to be carried out at the front of the Centre and until these were done nothing could be put in place. The PPG funds for these items are being held by LMC.

The question was raised about patients who did not use the website or have emails and could a telephone number be shown to contact a PPG Officer. This was not considered a good idea but instead (as previously discussed) a PPG postbox would be provided in the Centre for letters for the Officers.

Electronic Prescription Service. Andy advised this is in hand. LMC would like to use it but it is complicated and needs careful integration as it can't be used with the current system which is in place. Andy has spoken to the pharmacist at Tesco who wants LMC to go live with EPS – just waiting to hear when we can go live.

Canopy/shelter. Andy is liaising with Lisa from League of Friends who are kindly providing the funds for this. This should be in place within the next few months.

Ticketing system for the dispensary. This is being looked into. We have sent out a survey to all patients and taking their feedback into a 12 month plan. Andy was not sure why the dispensary has got so behind and have recruited staff to alleviate the problem. The queues are now less and the dispensary is now 1-2 days behind rather than the 8 days behind 5 months ago. It would be ideal if the dispensary was to open all day – at the moment they close between 1-2pm. The times are posted on the LMC website and on the door.

PF asked about a texting service to let patients know their prescriptions are ready. Andy replied that they have the facility to do this but does not want to implement a system until we can be sure we are fully committed to it.

Liz asked when the **annual health MOT** will return. Andy replied all routine checks have returned with additional phlebotomy clinics set up in the evening and some Saturdays. The PCN survey highlighted a need for cancer health checks and screening opportunities. A digital pilot scheme will be kicking off soon.

Kay asked about the Doctors at the Centre and what is the full time equivalent. Andy agreed to pass on this information to the PPG members.

Bonnie raised the question of consultancy referrals and medication changes and asked if LMC get a letter from the consultant and if so, are they read? Andy

responded – if the patient was seen at Derriford, they would write to the patient and LMC then the pharmacy does the medication changes on the system.

Helen B asked about the complaints procedure and time scale of responses. Andy – we aim to respond as soon as possible. If there is a delay it could be because we need to speak to the clinician and check when calls took place. The people dealing with complaints are Andrew Yardley (Practice Manager), Caroline Spettigue (Operations Manager) or Maria (Dispensary Manager).

Cym asked if there was any news regarding a Dementia Liaison Nurse. Andy has not formally heard of anyone yet. Paul said he has heard of someone coming and will chase it up.

The meeting closed at 8pm

The next meeting will be held in September – date to be advised in due course.